



Monitoring report on public transport services & facilities in the SPT area

Committee Operations

Date of meeting 4 November 2022

Date of report 25 October 2022

Report by Director of Finance & Corporate Support

1. Object of report

To report on the operational performance of public transport services and public transport facilities which are delivered directly by the Partnership or by others on behalf of the Partnership; and to report on provision of public transport services and facilities in the Partnership area more generally.

2. Context

The last Monitoring Report was presented to the Operations Committee on 26 August 2022. Throughout this report, comparisons have been made with data from previous years including, where appropriate, with pre-Covid performance.

2.1 Cost of Living

Widespread economic challenges continue to affect both customers and public transport operators. Inflation (RPI) was 12.6% for September 2022 while CPI was 10.1%, with fuel and other energy costs remaining high.

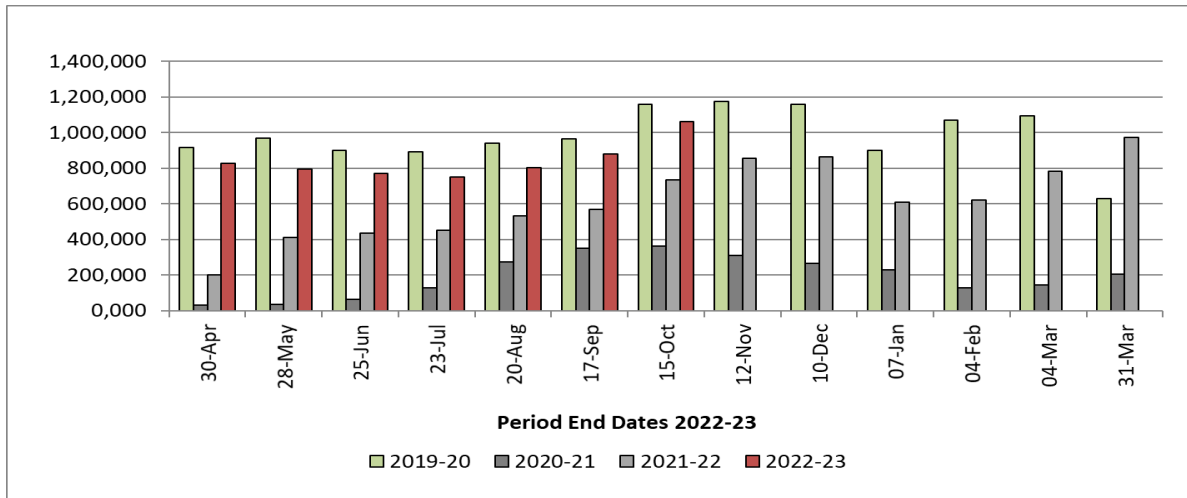
2.2 Operational Challenges

Public transport operators have faced ongoing operational challenges including:

- industrial action affecting ScotRail and Network Rail, disrupting rail services;
- the potential for industrial action affecting Subway, which was suspended after positive discussions between SPT and trade unions; and
- recruitment and retention issues affecting the public transport sector generally.

3. Subway

3.1 Subway patronage by period (gate entries)



Over the past three Periods (to 15 October 2022), Subway patronage has been up significantly year-on-year (up 50% on average from a low baseline affected by the Covid-19 pandemic).

When comparing with pre-Covid performance, Subway patronage was on average down 10% over these three Periods. This represents a strong recovery and an improving trend. In the most recent Period ending 15 October 2022, Subway patronage exceeded 1.0 million journeys for the first time since early 2020.

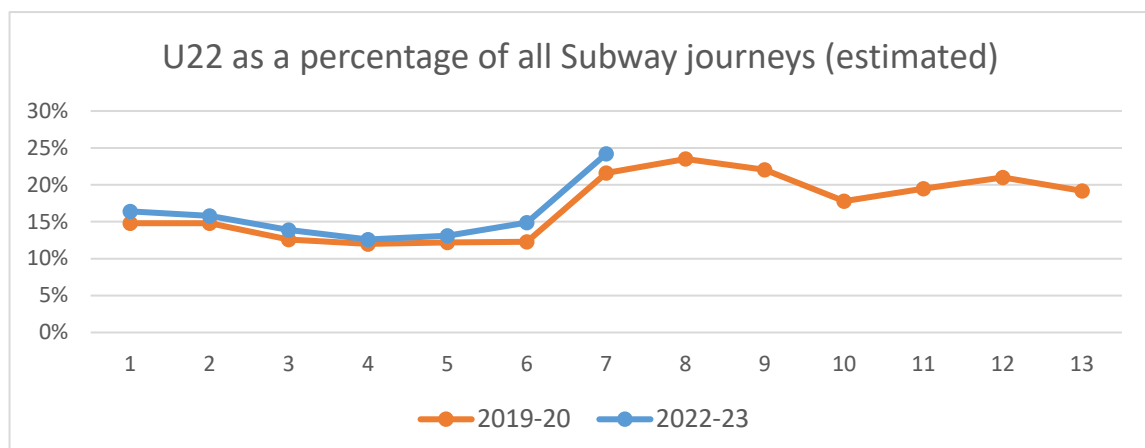
3.2 Subway Under 22 customers

Since February 2022 all under 22s benefit from free bus travel across Scotland if they have applied and received their National Entitlement Card.

An estimate can be made of the proportion of Subway customers who are aged under 22, based on:

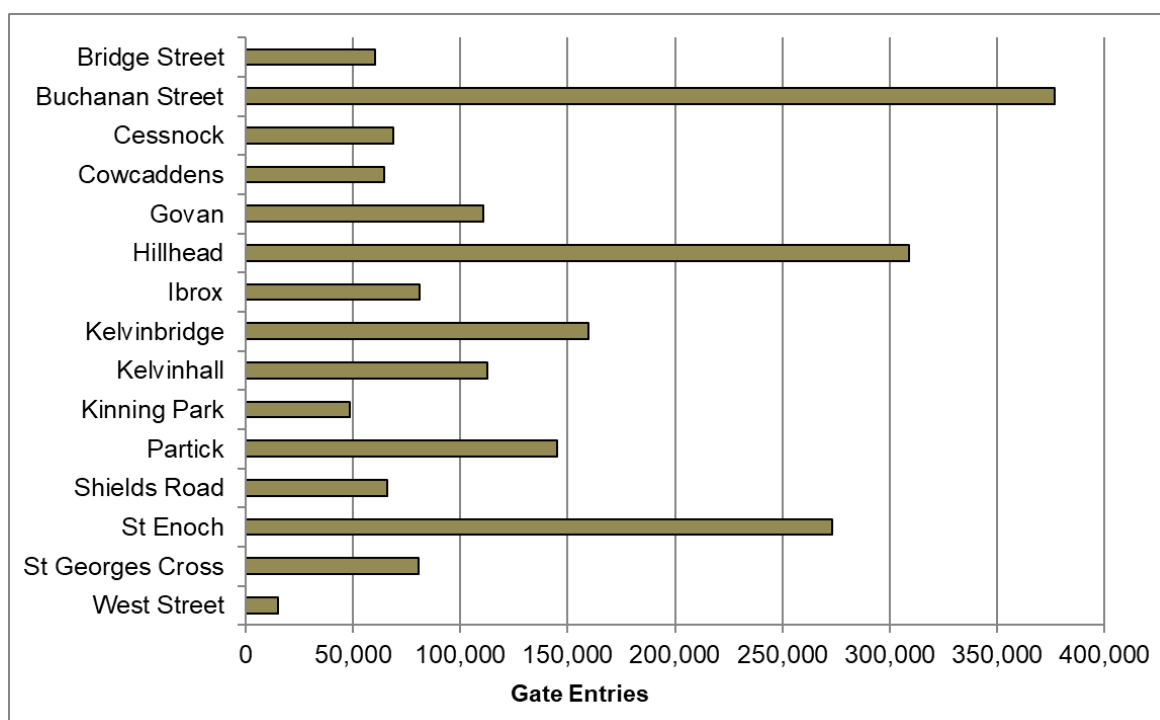
- journeys made using child (under 16) tickets compared to adult tickets; and
- journeys made on registered smartcards by customers aged under 22.

Analysis of this data for recent periods (compared with 2019-20) suggests the proportion of customers under 22 remains slightly higher than in the past.



3.3 Subway patronage by station

Total Subway patronage by station gate entries is shown below for the past three periods (to 15 October 2022):



The busiest stations were Buchanan Street, Hillhead and St Enoch. The large scale return of students to in-person teaching in September 2022 has led to Hillhead becoming the second busiest station in recent periods.

3.4 Subway reliability

Subway reliability is measured by actual train miles travelled, as a percentage of scheduled mileage. The target is 99%, measured by four-week period. Data is available for Period 5 and Period 6 (to 17 September 2022):

Period	Subway reliability	Comments
5	96.4%	The main factor affecting reliability in this period was Rolling Stock issues.
6	98.9%	The main factor affecting reliability in this period was also Rolling Stock issues however lost journeys were significantly reduced from Period 5 to Period 6.

4. Supported Bus Services

4.1 Subsidised and Commercial Bus Markets in the Strathclyde region

Most bus services in the Strathclyde region are operated on a commercial basis. In 2019 (pre-Covid), between 4% and 17% of mileage in each local authority area was operated

on a subsidised basis, with 83% to 96% in every local authority area operated commercially.

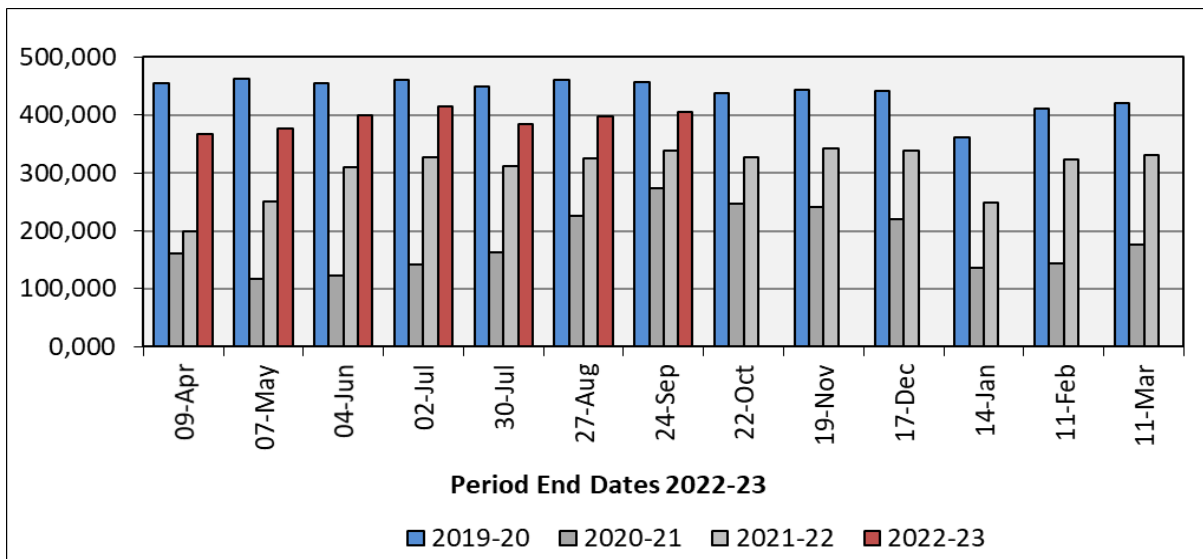
While the relative importance of subsidised services has increased following pandemic restrictions and changing travel patterns, the majority of mileage is still operated commercially.

4.2 Supported Bus reliability

Supported Bus reliability is measured by actual bus miles travelled, as a percentage of scheduled mileage. The target is 99%, measured over a four-week period.

Supported Bus reliability was 97.7% for Period ending 30 July 2022 and exceeded 99% for Periods ending 27 August 2022 and 24 September 2022.

4.3 Supported Bus Patronage by period



Supported bus patronage for the past three Periods (to 24 September 2022) has been up by an average of 21.9% year-on-year, from a low baseline affected by the Covid-19 pandemic. When comparing with pre-Covid performance, supported bus patronage was on average down by 13.3% over these three Periods. In comparison, commercial bus patronage in Scotland is estimated to be down around 20% from pre-COVID performance.

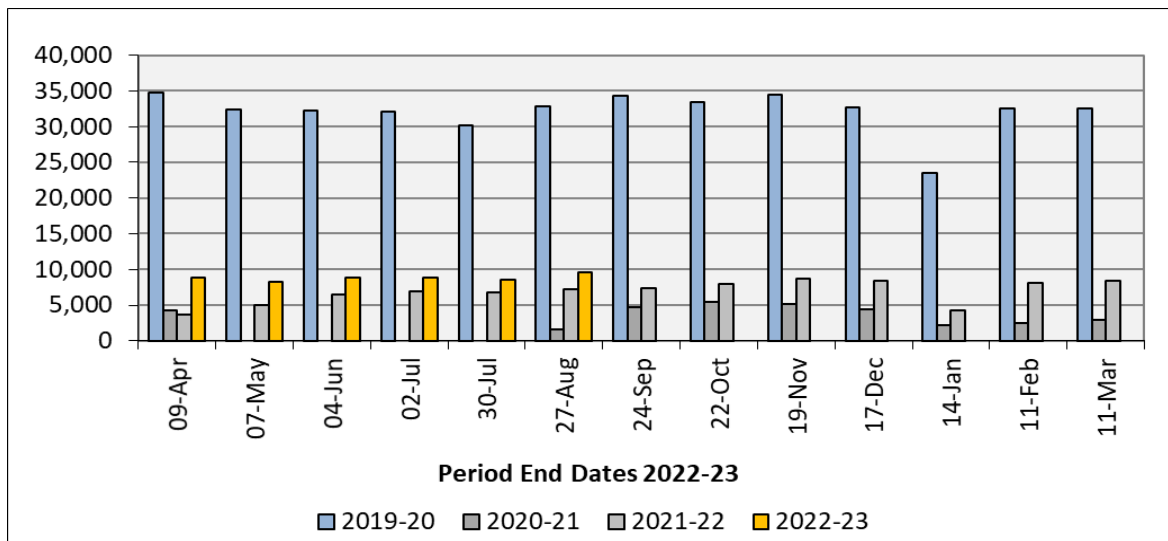
4.4 Support to vaccination programmes

Following the conclusion of the initial main Covid-19 vaccination programme SPT has, on behalf of NHS Lanarkshire, designed and procured a Local Shuttle Service to serve the Ravenscraig facility for the Covid-19 booster vaccine and flu vaccine programmes. This operated as Registered Service 341, delivered by ARG Travel, from Monday 27 September 2021 and operated to Q1 2022. A request for the same service has been received from NHS Lanarkshire to recommence the 341 Service from September 2022.

MyBus will continue to accept journey requests for vaccination booster and flu jabs, for both MyBus and non-MyBus service users, as means of access and support.

5. Demand Responsive Transport (MyBus)

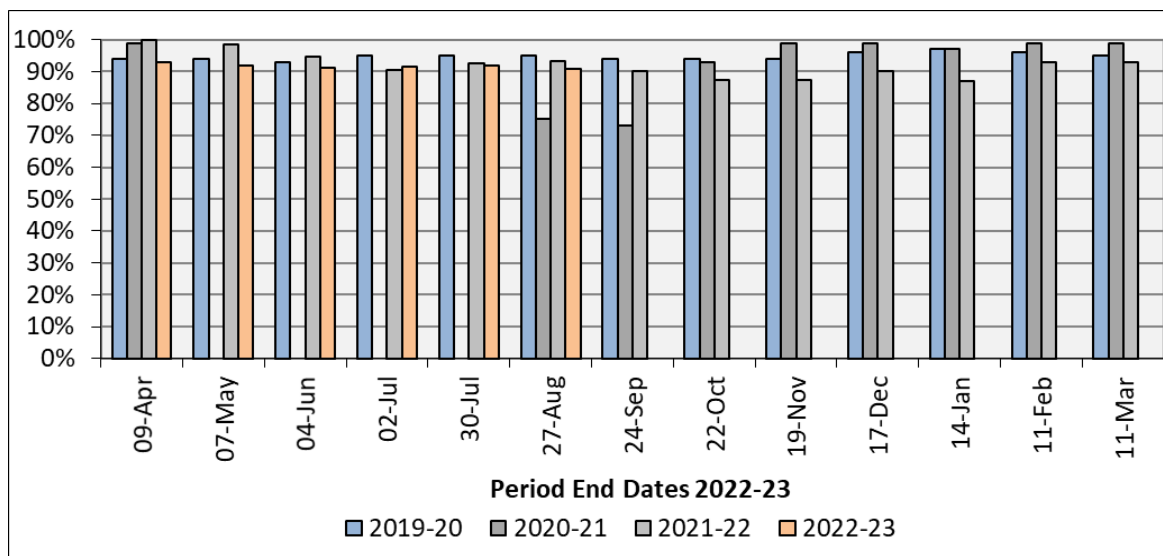
5.1 MyBus Patronage



MyBus patronage for the past two Periods (to 27 August 2022) has been up by an average of 28% year-on-year, from a low baseline affected by the Covid-19 pandemic.

MyBus patronage for Period ending 27 August 2022 was the highest since the start of the pandemic. When comparing with pre-Covid performance, MyBus patronage was on average down by 71% over these two Periods.

5.2 MyBus Requests Met



In the most recent two periods reported, the percentage of requests met was as follows:

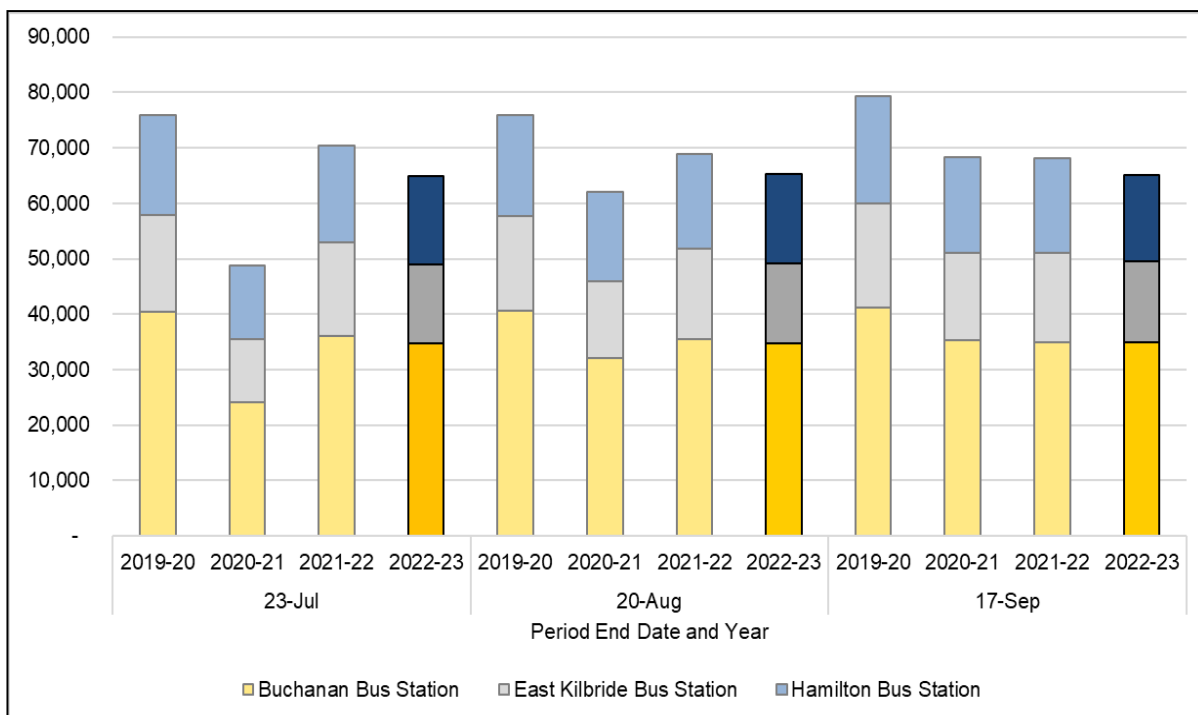
- Period ending 30 July 2022 – 92%
- Period ending 27 August 2022 – 91%.

Service delivery has varied considerably over the past two years due to the direct impact of lockdown and the ongoing effects once restrictions eased. Prior to the Covid lockdown, the average for MyBus requests met was 95% in 2019-20.

6. Bus Stations

Bus Station Bus Departures

The presentation of this data has been amended to show previous year data alongside the current year data.



For the three most recent periods reported (to 17 September 2022), overall departures were as follows:

- Period ending 23 July 2022 – down 7.9% year-on-year
- Period ending 20 August 2022 – down 5.3% year-on-year
- Period ending 17 September 2022 – down 4.4% year on year.

The reductions were most significant at East Kilbride and at Hamilton. Departures at Buchanan Bus Station were on average down 1.9% year-on-year for these three periods. When comparing to pre-Covid performance (2019-20), overall bus station departures were down 15.5% on average over the three periods.

7. Schools Statistics

SPT acts as an Agent for eleven Unitary Authorities in the provision of school transport. The remit of this section is to manage and maintain school transport on a day to day basis. The table below relates to statistics for home to school transport of mainstream pupils.

Council	Contracts	Total High Schools	Total High School pupils	Total Primary Schools	Total Primary School pupils
East Ayrshire	117	7	3,056	27	952
South Ayrshire	104	8	1,658	28	366
North Ayrshire	81	8	1,638	23	258
North Lanarkshire	226	22	6,506	64	2,177
South Lanarkshire	283	17	5,411	73	1,866
West Dunbartonshire	33	5	1,102	7	93
East Dunbartonshire	66	8	855	18	1,264
Inverclyde	46	6	934	11	288
Glasgow	88	32	1,340	17	866
East Renfrewshire	50	5	1,115	16	517
Renfrewshire	82	10	2,681	28	1,115
Totals	1,166	128	26,296	312	9,762

The table shows the numbers of pupils eligible for school transport in each Local Authority area.

8. Compliance Inspections

The Bus Contracts Compliance team within SPT is responsible for the undertaking of Quality Assurance Inspections covering a variety of subsidised contracts and contracts managed and maintained within the agency agreement for eleven Unitary Authorities. Monitoring of the contracts is to ensure the required standard of service is being provided by operators. There are two summary tables below relating to service provision for School Contracts and Subsidised Local Services.

School Statistics from June 2022 – September 2022

Council	Contracts *	Contracts Inspected	Operators	Operators Inspected	Total Inspections	Total Warnings
East Ayrshire	124	33 (27%)	26	17 (65%)	45	0
South Ayrshire	104	40 (38%)	17	13 (76%)	68	0
North Ayrshire	89	23 (26%)	17	5 (29%)	30	0
North Lanarkshire	225	99 (44%)	58	41 (71%)	125	20
South Lanarkshire	273	94 (33%)	51	39 (76%)	114	3
West Dunbartonshire	20	4 (20%)	4	4 (100%)	28	1
East Dunbartonshire	65	28 (42%)	17	12 (71%)	35	1
Inverclyde	44	25 (57%)	11	9 (82%)	41	8
Glasgow	46	24 (52%)	17	11 (65%)	26	4
East Renfrewshire	49	21 (43%)	10	7 (70%)	23	0
Renfrewshire	78	29 (37%)	22	16 (73%)	37	16
Totals	1,129		250		572	53

**Excludes Vocational and Bus/ Rail contracts which are inspected on request.*

The quality criteria of vehicle(s) is stipulated by each Unitary Authority and incorporated as part of the contract specification. The 53 warnings noted above for school contracts can be broken down as follows:

- Inspection generated warnings – contract related 19 (36%)
- Customer contact (e.g. Education Dept.) generated warnings 30 (57%)
- Disclosure (PVG) warnings 4 (8%)

LOCAL SUBSIDISED SERVICES

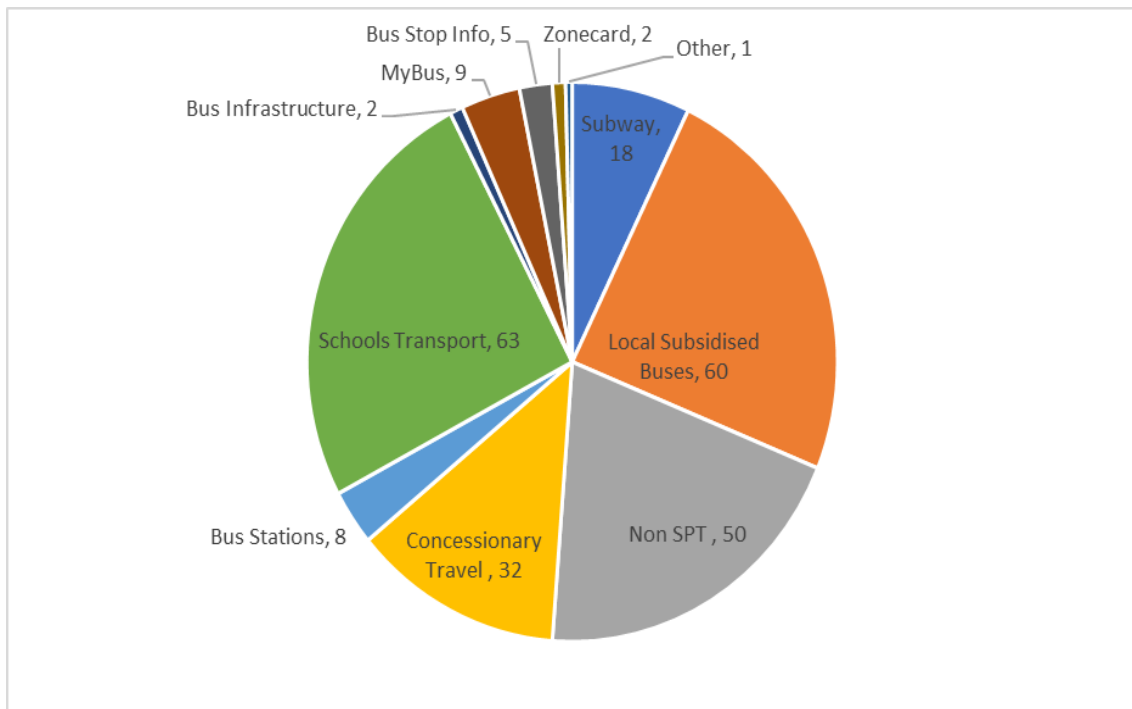
Statistics from June 2022 to September 2022

Council	Number of Contracts	Number of Operators	Inspections	Total Warnings
Argyll & Bute	4	2	2	
East Ayrshire	16	4	22	1
South Ayrshire	13	2	26	1
North Ayrshire	25	5	20	
North Lanarkshire	33	13	85	1
South Lanarkshire	30	11	79	
West Dunbartonshire	13	5	29	
East Dunbartonshire	28	9	28	
Inverclyde	8	4	16	
Glasgow	36	11	69	3
East Renfrewshire	9	6	10	
Renfrewshire	13	4	34	1
Total			420	

9. Complaints

9.1 Complaints received by SPT by four-week period

For Period 5 and Period 6 (to 24 September 2022) there were 250 complaints received by SPT of which 50 were confirmed as non SPT related. These complaints were categorised as shown below:



While the total number of complaints is small, the most common categories related to Schools Transport and Local Subsidised Buses.

The volume of Schools Transport complaints related to significant issues with School Bus contracts at the start of the school year (subject of a separate report to the Operations Committee at its meeting of 26 August 2022).

For Local Subsidised Buses, over these two Periods there were more than 780,000 passenger journeys made on Local Subsidised Buses and 60 complaints were received about these services (complaints received for 0.008% of journeys).

9.2 Complaints processed within prescribed time period, by four-week period

For Period 5 and Period 6 (ending 24 September 2022), 90% of complaints were processed on time. This is a reduction from the last reported figure of 97%.

As part of the response to the Schools Transport issue noted above, relevant complaints were dealt with through a separate process.

The time required to respond to all complaints can vary based on complexity and some complaints by their nature require more work and more time for a response to be provided.

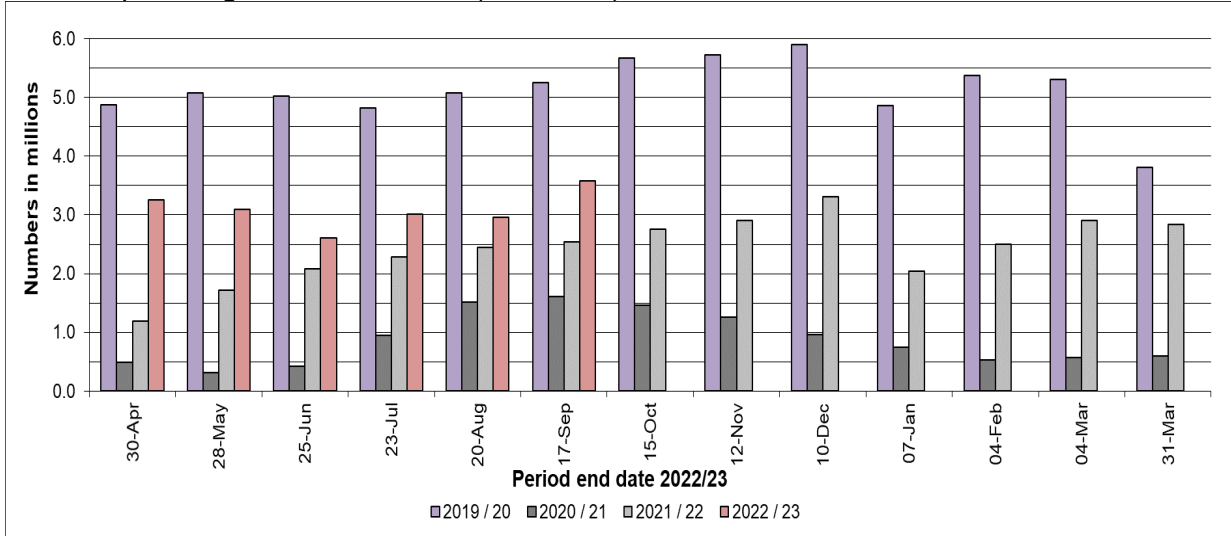
10. Wider Public Transport Context

This section provides information relating to public transport services and facilities not delivered directly by the Partnership, or by others on behalf of the Partnership.

10.1 Update on rail services within the Partnership area

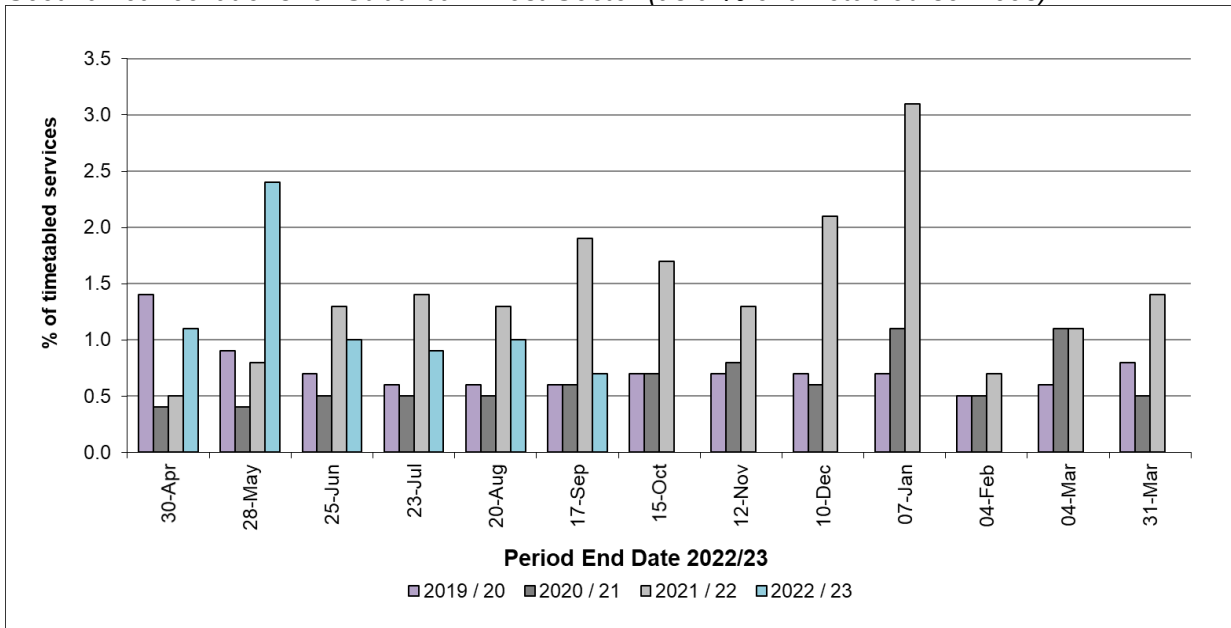
Information within section 10.1 has been provided by ScotRail

ScotRail patronage in the SPT area (in millions)



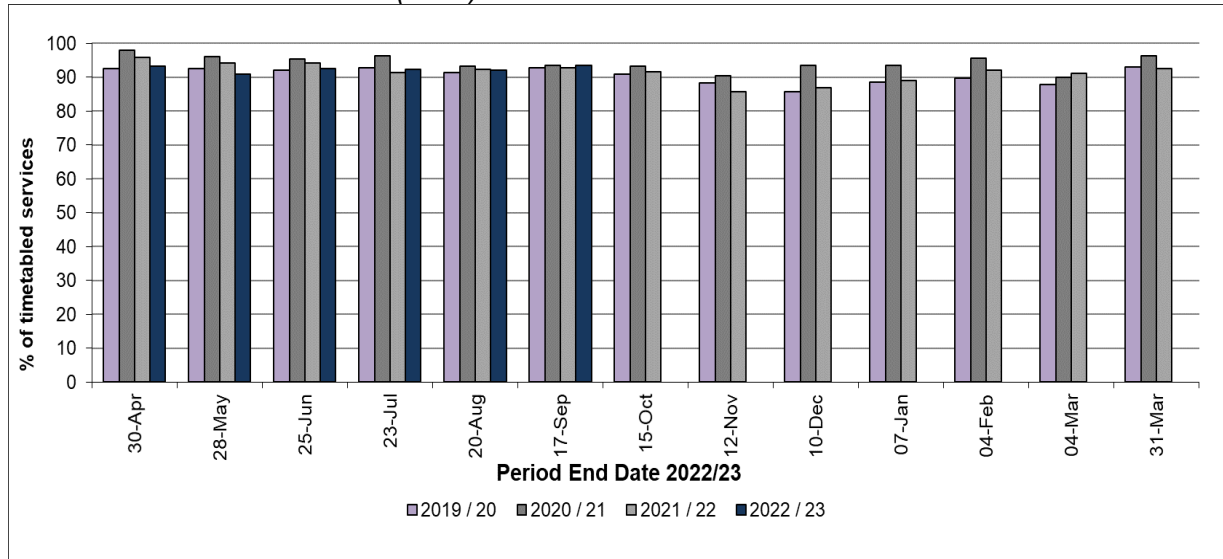
For the two most recent Periods reported (to 17 September 2022), ScotRail patronage was up by an average of 30.8% year-on-year. Comparing with pre-Covid figures, patronage was down by 36.8% on average over these two Periods. It should be noted that during the period ending 20 August 2022, there were three days when rail services were significantly restricted due to industrial action.

ScotRail cancellations for Suburban West Sector (as a % of timetabled services)



Cancellations for the two most recent Periods (to 17 September 2022) were 1.0% and 0.7%.

Public Performance Measure (PPM) for Suburban West Sector



The standard measure throughout Great Britain for measuring train service performance is the PPM and it is made up from both punctuality and reliability data. The PPM is the percentage of booked services which arrive within 5 minutes of their booked arrival time, having called at all booked stations on the route.

The PPM for the two most recent Periods (to 17 September 2022) was 92.0% and 93.4%. Of the two latest periods to be reported on, the main incidents were as follows:

Period ending 20 August 2022

- 29/07/2022 – Track circuit failure at Partick.
- 13/08/2022 – Overhead line trip at Jordanhill.

Period ending 17 September 2022

- 23/08/2022 – Speed restriction between Bishopton and Langbank due to a collapsed wall.
- 06/09/2022 – Speed restriction between Lenzie and Queen Street due to adverse weather.

10.2 Update on ferry services within the Partnership area

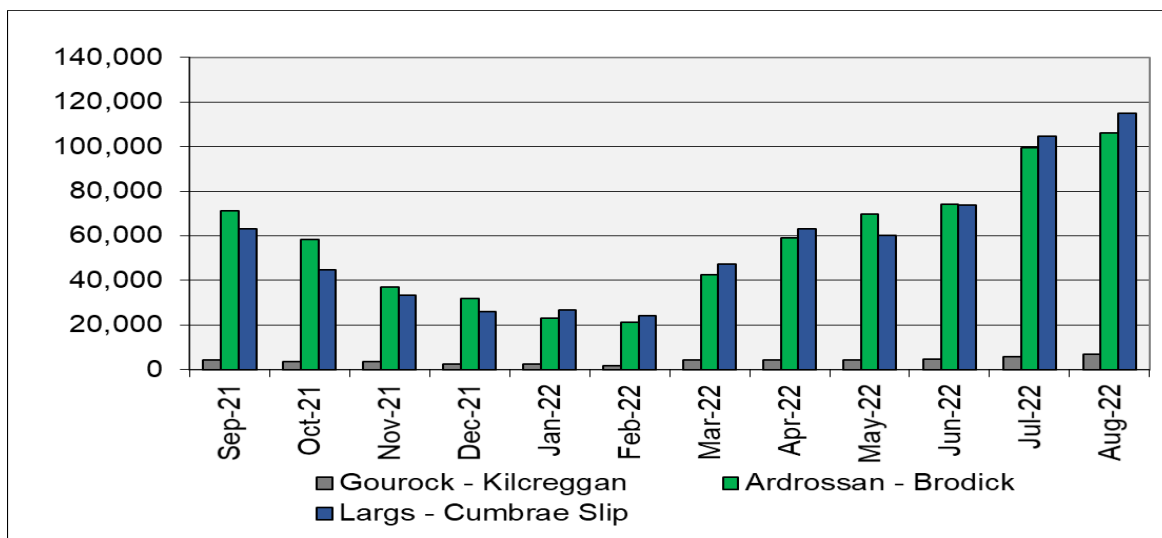
SPT has no responsibility for the delivery of ferry services. The following ferry services operate entirely within the SPT area.

- Ardrossan to Brodick (Arran), operated by Calmac.
- Largs to Cumbrae, operated by Calmac.
- Gourock to Kilcreggan, operated by Calmac.
- Yoker to Renfrew, operated by Clydelink.

Calmac publish passenger carrying statistics for all routes at:

<https://www.calmac.co.uk/corporate/carrying-statistics>

The information shown below is taken from those statistics and shows passenger numbers on the three routes in the SPT area (since the last report data for July and August 2022 has been added):



No data has been made available for the Yoker to Renfrew service operated by Clydelink.

11. Committee action

The committee is asked to note the details in this report.

12. Consequences

Policy consequences	<i>None.</i>
Legal consequences	<i>None.</i>
Financial consequences	<i>As a measure of the quality of performance of services supported by SPT, it directs attention to possible financial implications.</i>
Personnel consequences	<i>None.</i>
Equalities consequences	<i>The concepts of supported services and social inclusion are directly related.</i>
Risk consequences	<i>None.</i>
Climate Change, Adaptation & Carbon Consequences	<i>None.</i>

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